




# Transforming the Massachusetts Death Certificate Process

Vitals Information Partnership (V.I.P.)

EDRS Schedule Update and Go Live Information,  
September 22, 2014

ON REVERSE SIDE  
USE BY  
CLERKS AND  
EXAMINERS

 The Commonwealth of Massachusetts  
STANDARD CERTIFICATE OF DEATH  
REGISTRY OF VITAL RECORDS AND STATISTICS

DECEDENT

1. NAME OF DEATH (print name)  
2. PLACE OF DEATH (check one)  
3. WAS DECEASED OF HISPANIC ORIGIN?  
4. RACE (e.g., White, Black, American Indian, etc.)  
5. DATE OF BIRTH (day, month, year)  
6. DEATH PLACE (city and state or foreign country)  
7. SEX  
8. SOCIAL SECURITY NUMBER  
9. MARRIED, NEVER MARRIED, WIDOWED OR DIVORCED  
10. RESIDENCE - NO. & ST., CITY/TOWN, COUNTY, STATE/COUNTRY  
11a. FATHER - FULL NAME  
11b. STATE OF BIRTH (if not U.S., name country)  
11c. MOTHER - NAME  
11d. BIRTH DATE (day, month, year)  
12. PERFORMANT'S NAME  
13. MAILING ADDRESS - NO. & ST., CITY/TOWN, STATE, ZIP CODE  
14. PLACE OF DEPOSITION (show at Clerks, Coroner or other)  
15. LOCATION (city/town, state)  
16. DATE OF DEPOSITION (day, month, year)  
17. NAME AND ADDRESS OF FACILITY OR OTHER DISPOSAL  
18. NAME (day, month, year)  
19. NAME (day, month, year)

DISPOSITION

20. MANNER OF DEATH (check one)  
21. MANNER OF DEATH (check one)  
22. MANNER OF DEATH (check one)  
23. MANNER OF DEATH (check one)  
24. MANNER OF DEATH (check one)  
25. MANNER OF DEATH (check one)  
26. MANNER OF DEATH (check one)  
27. MANNER OF DEATH (check one)  
28. MANNER OF DEATH (check one)  
29. MANNER OF DEATH (check one)  
30. MANNER OF DEATH (check one)



# Project Status

- EDRS was implemented on September 1, 2014. All deaths on or after that date should be documented using the new forms and the new processes
- Website Update
  - [www.mass.gov/dph/edrs](http://www.mass.gov/dph/edrs)
  - Additional Guides available on the website
  - Download the Quick Start Guides for your user role and follow the steps!
  - Take pre-recorded webinars at any time for all user roles
  - Follow the instructions at the bottom of the site to get on the listserv
- Training Site
  - VIP software practice site, the Sandbox, ready for use since April
  - User the Quick Start Guides Guides available for each user role
  - The Sandbox uses practice accounts, not your real user accounts
  - Will continue to be used for training after implementation



# Grace Period Extension

- To allow ample time for new users to access the system once accounts are created, the grace period has been extended through October 31, 2014.
- November 1, 2014, all death records must be certified using the new forms and processes
- What if a paper death certificate is submitted?
  - If paper death certificate is submitted within the grace period, accept the old paper death certificate:
    - If the certifier signs the old paper death certificate, continue on paper--No entry into EDRS by funeral homes
    - Funeral Homes to provide certifier with handout provided by RVRS
    - Burial agents issue on paper
    - Clerks register on paper



# Grace Period Extension

- What if the Funeral Home, burial agent or clerk is not online, but the certifier certified the record in EDRS?
  - If the record starts online, it should be processed online by all users
  - Funeral homes not online can work through a funeral home that is online: Trade Service Call. Contact RVRS if you have difficulty finding an online funeral home to provide the service
  - Burial Agents: Clerks in communities where the burial agent accounts have not been created can process the permits online. Work with the clerk to process electronic records until your accounts are created
  - If a clerk does not have access to EDRS, contact the RVRS to make arrangements for temporary assistance
  - When in doubt, call VIP project team – RVRS



# Roll-out Strategy

- Preparation
  - All users and their staff should be online and take webinar training, when available, prior to the implementation date
  - Allow for at least 8 hours of training/practice time to train on the system
  - Make sure your burial agent is on board. If the burial agent is not enrolled yet, the clerk has the EDRS burial agent privileges to perform the role online
    - Clerks in these municipalities should attend burial agent webinars and coordinate policy and procedures with the burial agent
  - Make sure you know your username and password for the EDRS. Contact Virtual Gateway to obtain usernames and reset passwords: 800-421-0938
  - Verify your information in the EDRS: VIP Team emailing verification forms



# Practice Environment

- Sandbox is Available
  - Printing will be implemented soon
  - Faxing will not be available in the Sandbox
- Download the Quick Start Guides from the website
  - <http://173.166.20.212:8080/vips/>
  - Take the Recorded webinars to obtain the password
  - Email specific questions to [vip@state.ma.us](mailto:vip@state.ma.us) with the username you used, the decedent name and date of death, and a description of the problem/question
- Use the Practice User Roles on the Sandbox Cheat Sheet
  - Your individual username and password can only be used in the live system, not for practice
  - Email [vip@state.ma.us](mailto:vip@state.ma.us) for the Cheat Sheet that lists all practice usernames

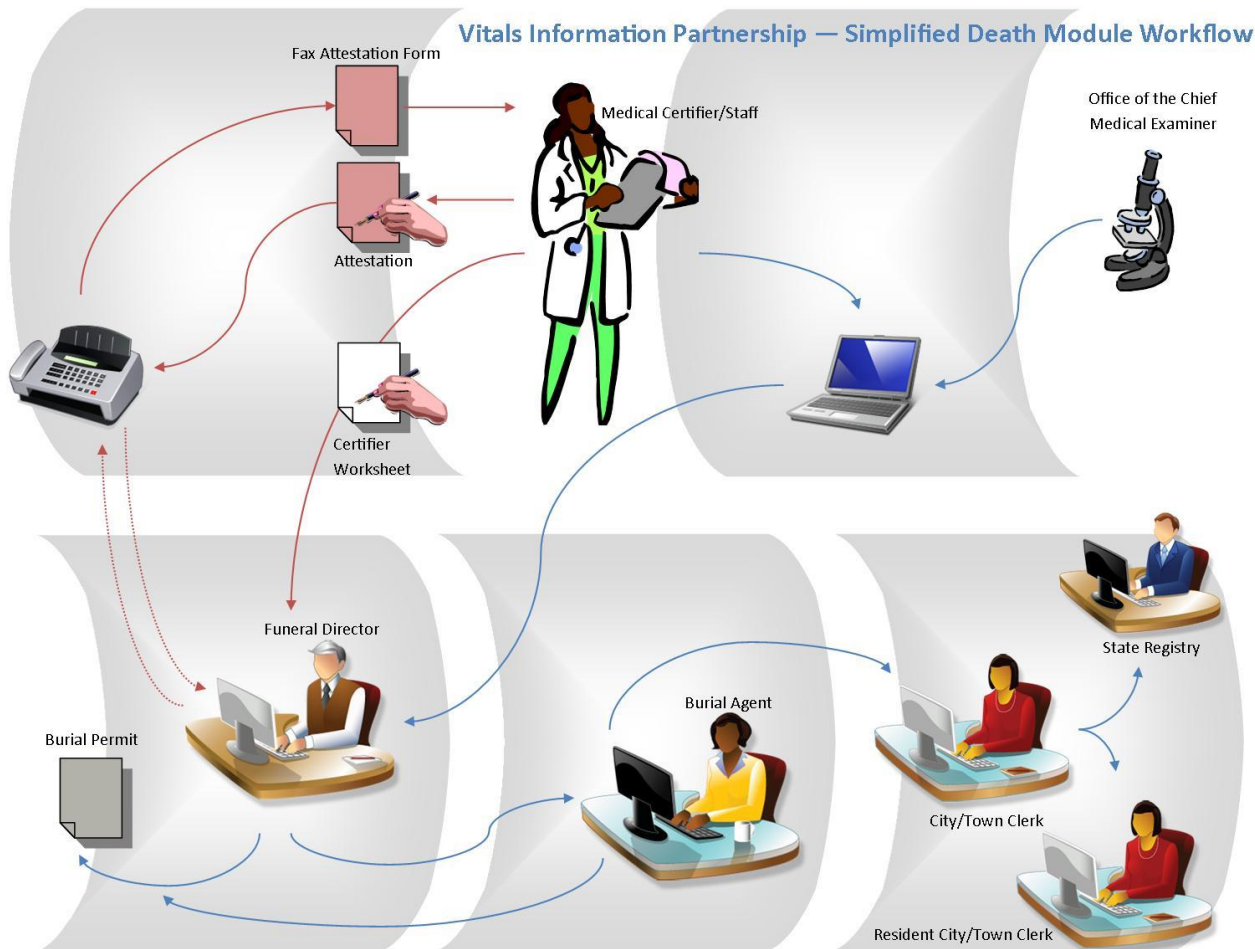


# In-person Opportunities at RVRS

- The Registry will offer opportunities for in-person discussion and training per week in October
  - Every Friday in October from 1:30 – 3:30 pm
  - Come in to ask your questions and work with project staff to understand the entire process
- Held at the Registry Large Conference Room
  - 150 Mt Vernon St, Dorchester, MA 02125
  - Free Parking
  - Seats up to 30
- Recorded Webinars made available for training anytime
  - Register and take the webinars when you have time. Able to stop, rewind and replay sections
  - Email specific questions to [vip@state.ma.us](mailto:vip@state.ma.us) with the **subject, “Webinar Question”** to have your question routed to program staff
  - If you are having trouble with a record, provide the username you used, the decedent name and date of death, and a description of the problem/question
  - You can also submit questions using the post webinar survey



# EDRS Simplified Workflow







# Links

More information about account creation and other training material is available on the Registry's VIP web page: [www.mass.gov/dph/edrs](http://www.mass.gov/dph/edrs). Updated information and training resources will be added as they become available.

The practice site URL is for use with practice accounts: <http://173.166.20.212:8080/vips/>

The production (live) URL for use with your user account is: [www.mass.gov/vg](http://www.mass.gov/vg). Select Logon to the Virtual Gateway.

Please email the V.I.P. Project Team with any questions or comments: [vip@state.ma.us](mailto:vip@state.ma.us)



# Help Desk

- Please email the V.I.P. Project Team with any questions or comments: [vip@state.ma.us](mailto:vip@state.ma.us)
- Call 617-740-2675 for technical problems using VIP or for enrollment help
- Call 617-740-2674 for forms, data entry, or policy and procedure help